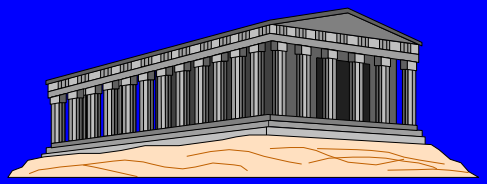
The AMEDD Knowledge Management Network

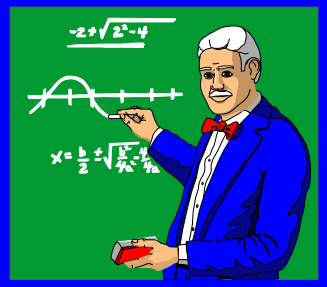
Facilitating readiness to perform, to learn and to teach.

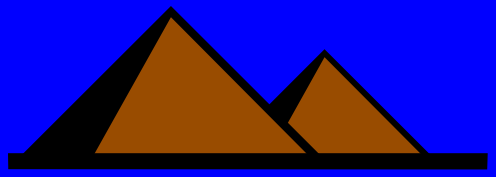
Topics

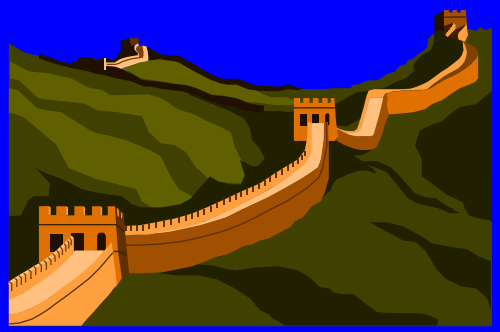
- What is Knowledge Management
- The Amedd’s Objectives with the KMN
- What the KMN Does
- How it does it.
- The KMN

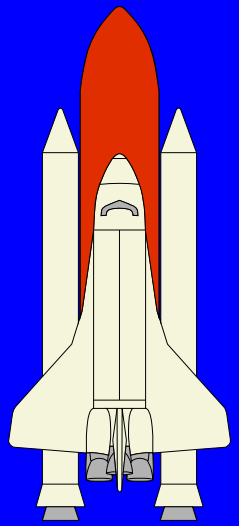
First -- Knowledge Management is old -- it is what we humans do.











Knowledge Management: it's what we humans do.

- **Acquisition**
  - Reading
  - Listening
  - Observing
  - Experimenting
- **Validation**
  - Peer review
  - History of usage
- **Transmission**
  - Oral History
  - Storytelling
  - Writing
  - Ritual
  - Graphics
- **Production**

Why So Much Attention?

- For hundreds of years human were the primary repositories of knowledge.
- Need some knowledge? Hire the right person. Don't need that knowledge? Retire that person.
- New dynamics now:
  - Fewer dollars for fewer people
  - More competition for resources
  - Faster pace of change
- Performance, quality, innovation, effectiveness at risk.

Why So Much Attention?

"We now know that the *source of wealth* is something specifically human: *knowledge*.

If we apply knowledge to tasks we already know how to do, we call it *productivity*.

If we apply knowledge to tasks that are new and different, we call it *innovation*.

Only knowledge allows us to achieve those two goals."

Peter Drucker

Why So Much Attention?

"Today, the firm that *leaves knowledge to its own devices* puts itself in *severe jeopardy.*

At best, this extremely valuable asset remains *underleveraged,* isolated in pockets of the organization, trapped in individual minds and local venues.

At worst, the knowledge of executives running the firm becomes *obsolete* and pushes it into a *downward spiral*."

Ernst & Young

What is Knowledge Management?

- **American Productivity & Quality**: "the process of identifying, capturing and leveraging knowledge to help an organization compete."
- **EDS**: Knowledge Management is creating, distributing and reusing the best of what you and your organization know and have learned in order to help your people work smarter and more collaboratively.
- **EDS/AMEDD**: The AMEDD's working capital is it's people's expertise in doing Army medicine. To keep its edge, the AMEDD must capture that institutional knowledge and make it available to any AMEDD member

Stated Other Ways:

- **Knowledge Management is a coherent strategy for promoting organizational and individual learning.**
- **Knowledge Management is about making the learning process and the results of learning available to all members 'just-in-time' and with 'just-enough' detail.**
- **Knowledge Management is about individual and organizational readiness to perform, to learn and to teach.**

Learning From an Expanded Perspective

- Anthropology
- Sociology of Knowledge
- Social Cognition
- Organizational Learning
- Information Science
- Cognitive Science
- Organizational Psychology
- Etc.

The AMEDD Objectives

- Capture the knowledge,
- Preserve it,
- Judge its reliability and importance,
- Make it relevant to the individual who might need it,
- Make it available at just the right time, in the right form and in the right amount of detail.
- To be a force multiplier for getting quality training, information and knowledge to personnel in a timely, cost effective, flexible manner, whether the soldier is on the battlefield or in an operating room at Ft. Sam Houston.

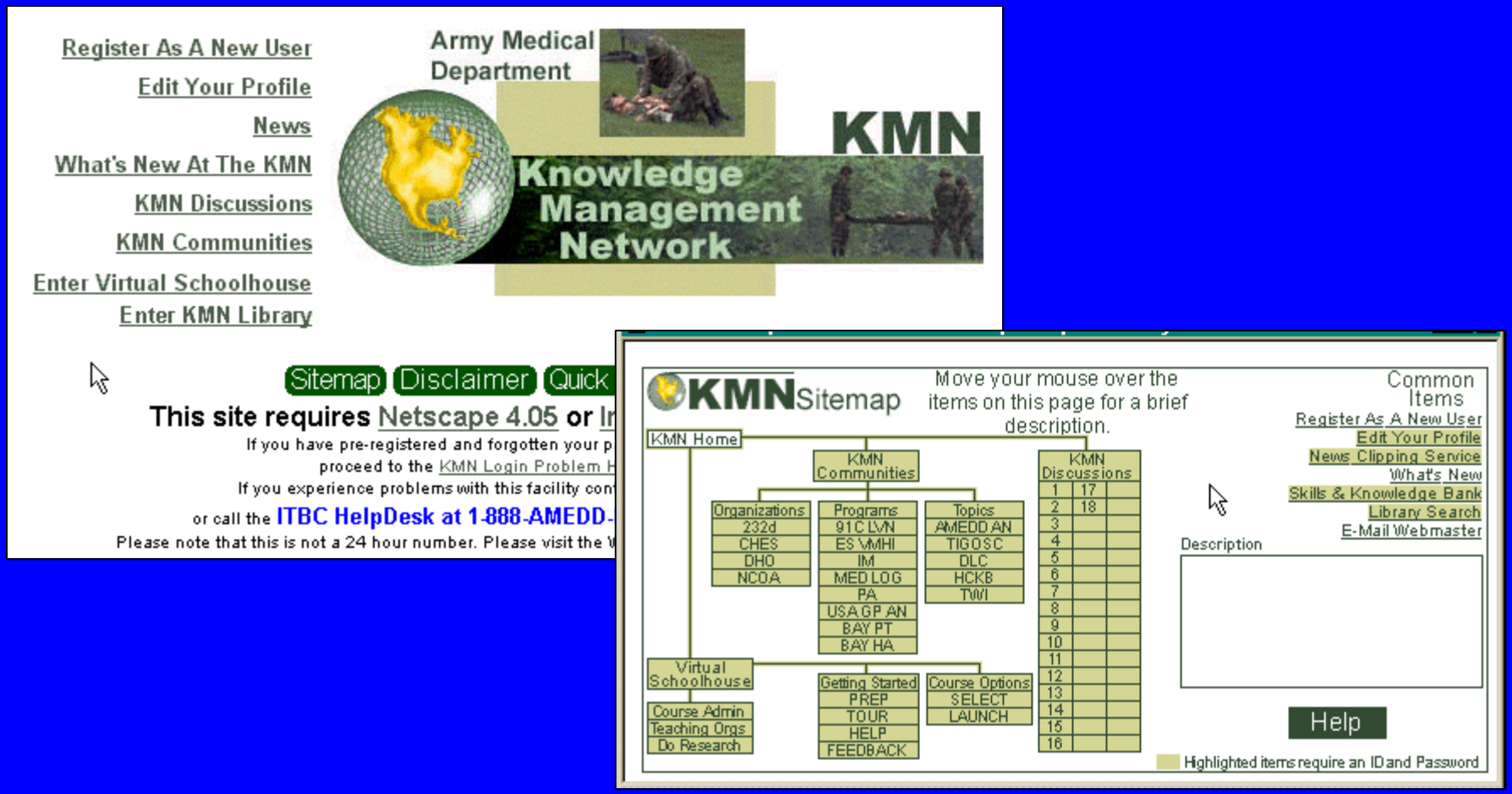
The Objectives in Action

- **An AMEDD NCO Academy student needs to prepare for ANCOC training at Ft. Sam Houston.**
- **That same student needs to pass a prerequisite course at a distance.**
- **A Physician's Assistance needs to review a new strategy for dealing with head trauma.**
- **A Medic in Bosnia has new information about the effects of winter on soldiers in the field and needs input from others.**
- **A First Sergeant needs to know how to order a TMP vehicle.**

How the Knowledge Management Network Addresses KM:

- Tools for collaboration and creation.
- A clearly articulated process for knowledge creation, capture, validation, and distribution.
- Methods for making the results relevant, important, reliable and actionable.
- Methods for making it available ‘just-in-time’(some ‘push’ and some ‘pull’).
  - Push: Calls for collaboration, requests for assistance and specialized help, tasking.
  - Pull: Qualified news and journal articles, collected knowledge items, training courses.
- Tracking and tasking.

The Gateway


Register As A New User
Edit Your Profile
News
What's New At The KMN
KMN Discussions
KMN Communities
Enter Virtual Schoolhouse
Enter KMN Library
Army Medical Department
KMN
Knowledge Management Network
Sitemap
Disclaimer
Quick
This site requires Netscape 4.05 or
If you have pre-registered and forgotten your p
proceed to the KMN Login Problem H
If you experience problems with this facility cont
or call the ITBC HelpDesk at 1-888-AMEDD-
Please note that this is not a 24 hour number. Please visit the
KMN Sitemap
Move your mouse over the items on this page for a brief description.
Common Items
Register As A New User
Edit Your Profile
News Clipping Service
What's New
Skills & Knowledge Bank
Library Search
E-Mail Webmaster
KMN Home
KMN Communities
Organizations
232d
CHES
DHO
NCOA
Programs
91C LVN
ES VMHI
IM
MED LOG
PA
USA GP AN
BAY PT
BAY HA
Topics
AMEDD AN
TIGOSC
DLC
HCKB
TWI
KMN Discussions
1 17
2 18
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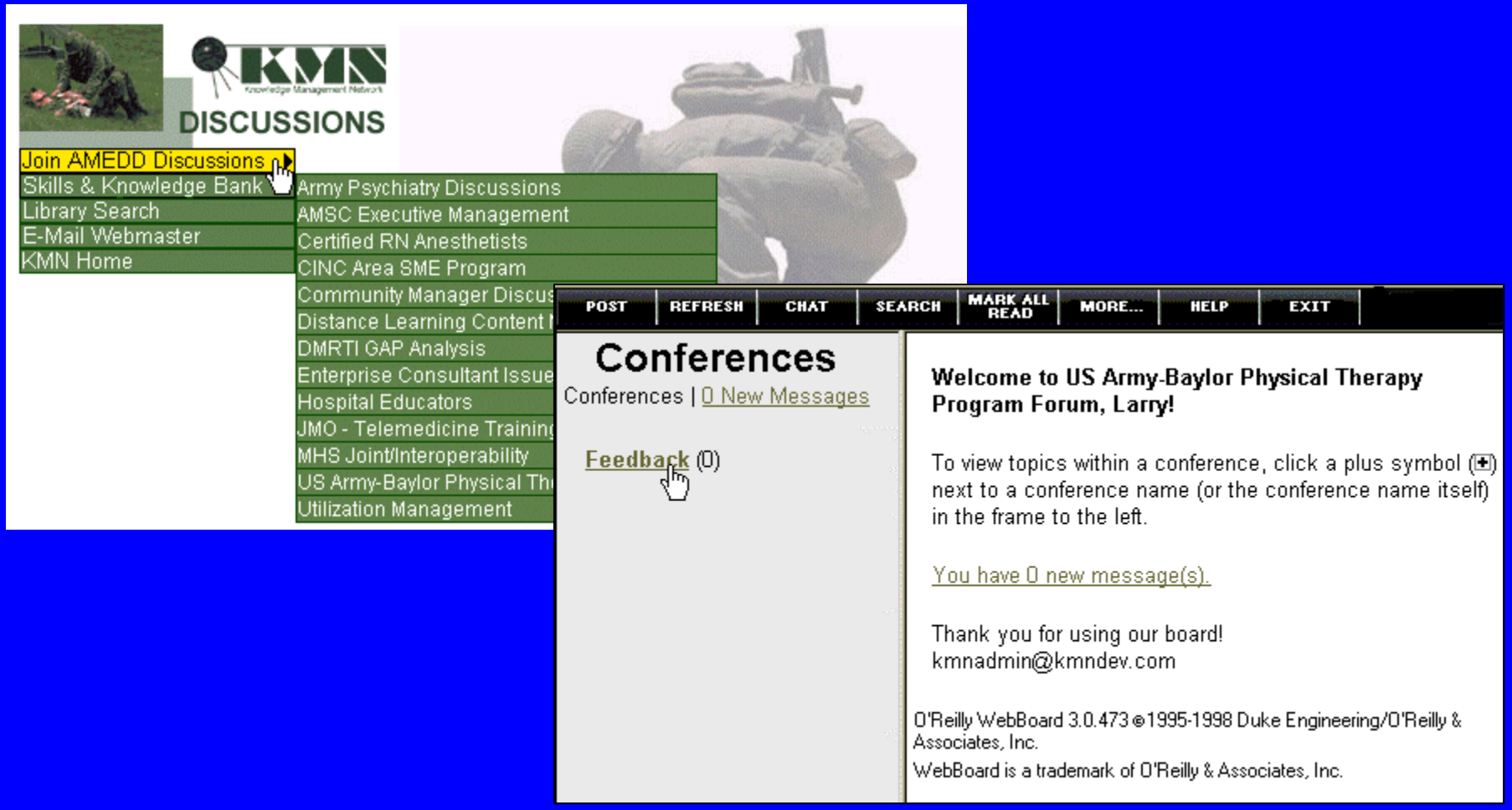
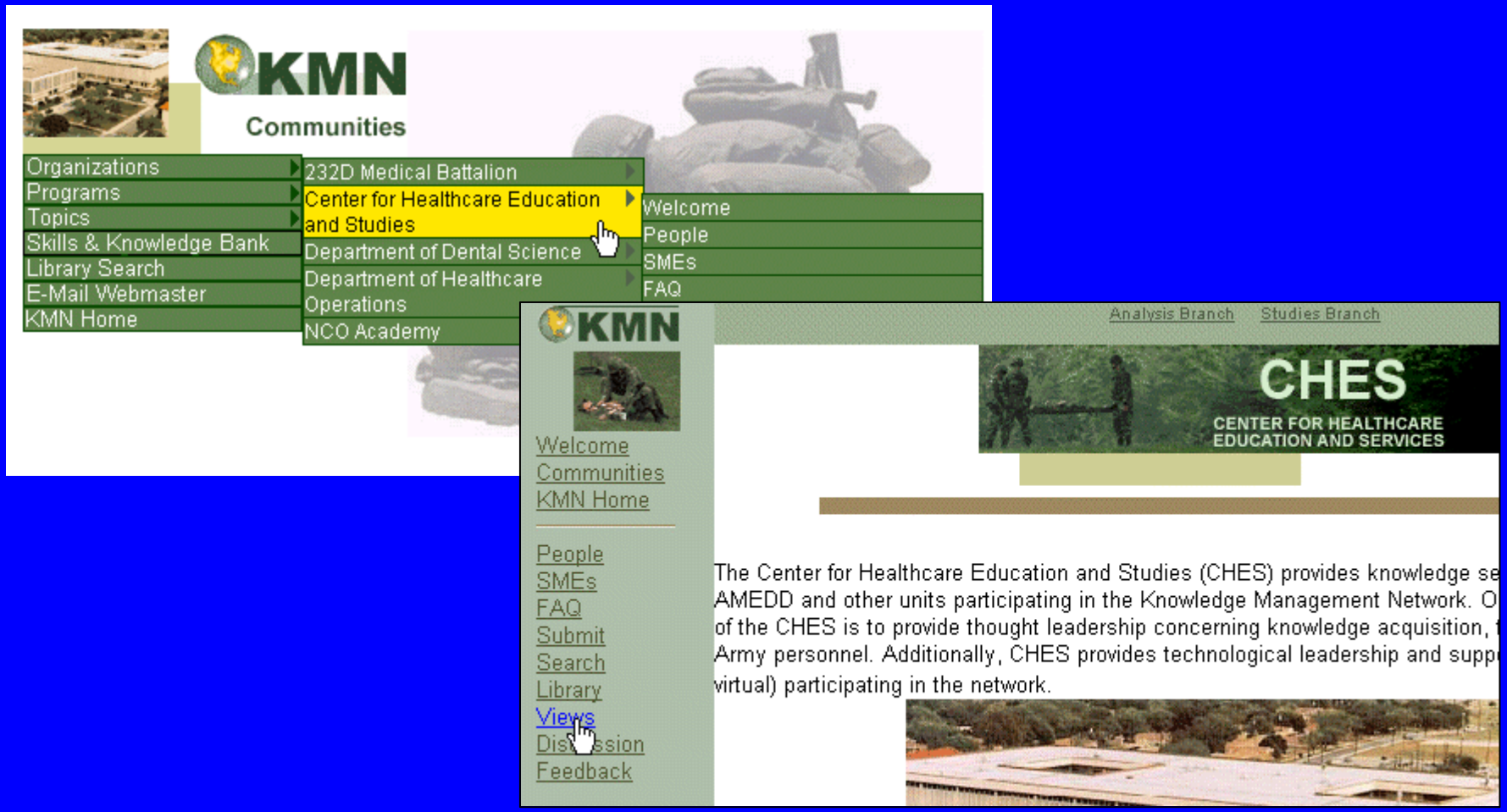
11
12
13
14
15
16
Description
Help
Virtual Schoolhouse
Course Admin
Teaching Orgs
Do Research
Getting Started
PREP
TOUR
HELP
FEEDBACK
Course Options
SELECT
LAUNCH
Highlighted items require an ID and Password

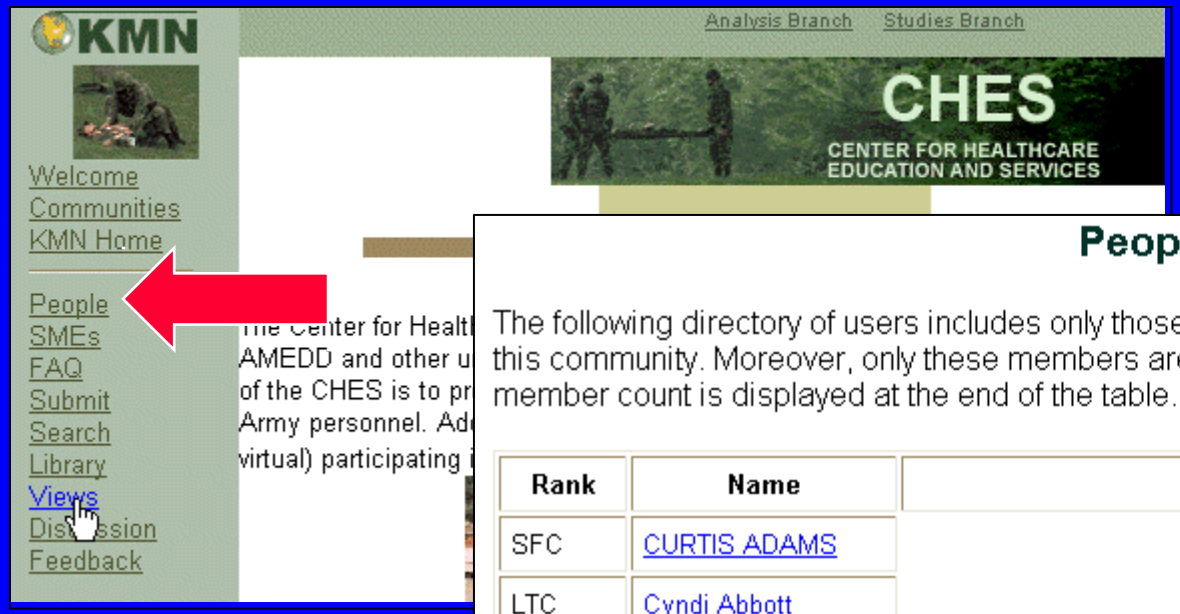
Public Discussion Forums -- A place to debate, discuss, contribute and create new knowledge.



Communities of Practice -- A place to do work



Community People -- Those who share a mission.

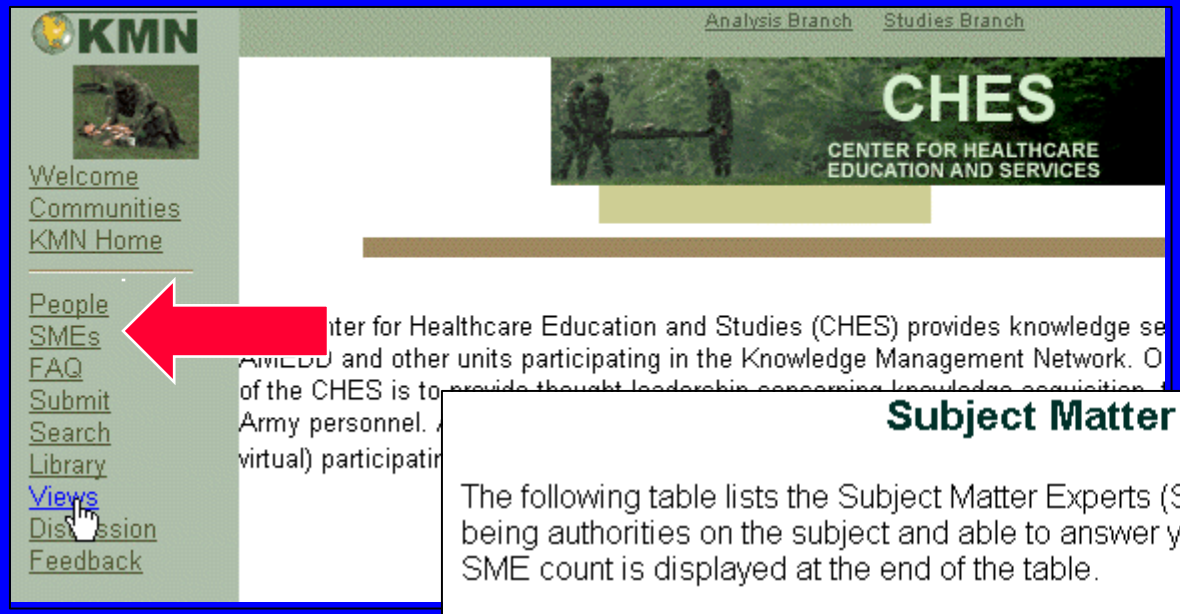


People

The following directory of users includes only those who have been authorized as members of this community. Moreover, only these members are allowed access to the list. The total member count is displayed at the end of the table.

Rank	Name	Title
SFC	CURTIS ADAMS	
LTC	Cyndi Abbott	
LTC	Lynn Abrams	Commander
CIVILIAN	System Administrator	KMN System Administrator/Webmaster
CIVILIAN	Patti Allen	Programmer/Analyst
CIVILIAN	Patrick Andrade	NCOIC
LTC	Margaret Arriola	Safety & Occupational Health Manager

Community Subject Matter Experts --
Access to those designated as experts.



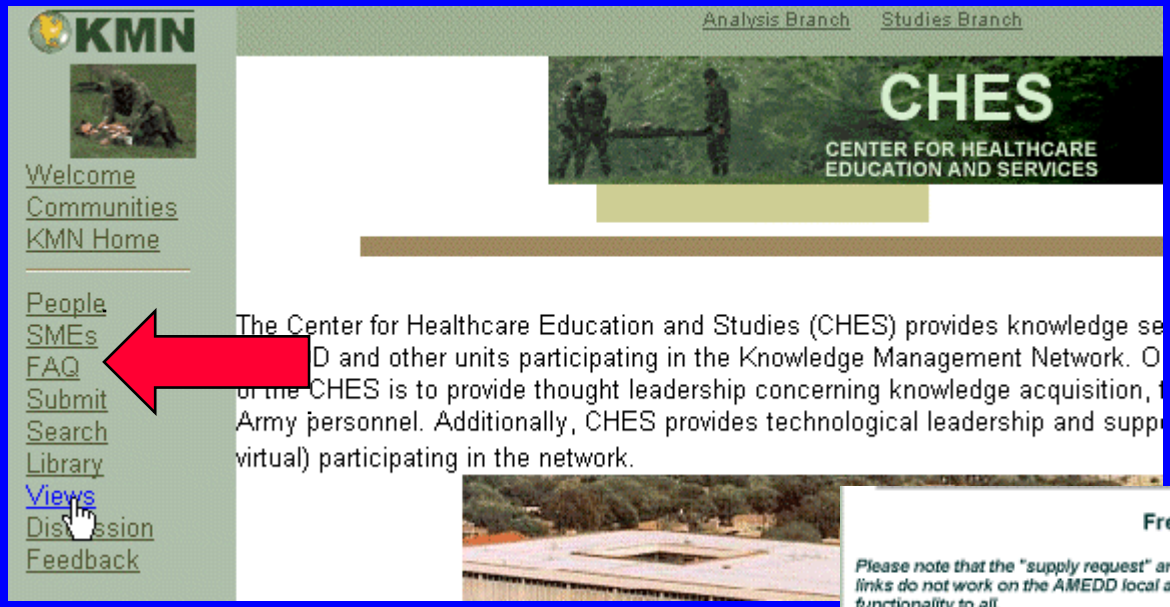
Subject Matter Experts

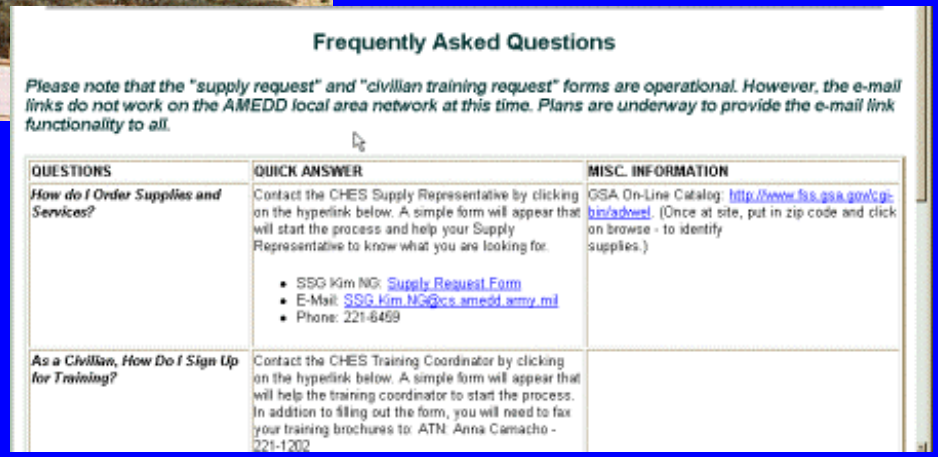
The following table lists the Subject Matter Experts (SMEs) identified by this organization as being authorities on the subject and able to answer your more challenging questions. The total SME count is displayed at the end of the table.

Before you send your question to the SME, please review the Frequently Asked Questions. Each SME posts the questions and answers they most often address. This step could save the SME considerable time and attention.

Rank	Name	Title
CIVILIAN	Lynne Conklin	Chief, Knowledge Services, CHES, AMEDDC&S
MAJ	Mary Garr	Admin Officer, Center for Healthcare Education and Studies

Community Answers -- What the experts answer most often





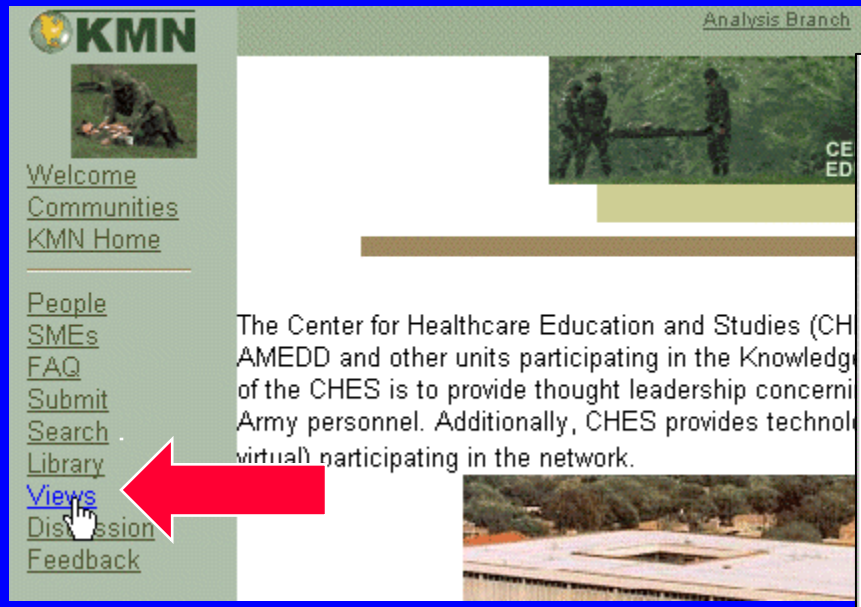
Frequently Asked Questions

Please note that the "supply request" and "civilian training request" forms are operational. However, the e-mail links do not work on the AMEDD local area network at this time. Plans are underway to provide the e-mail link functionality to all.

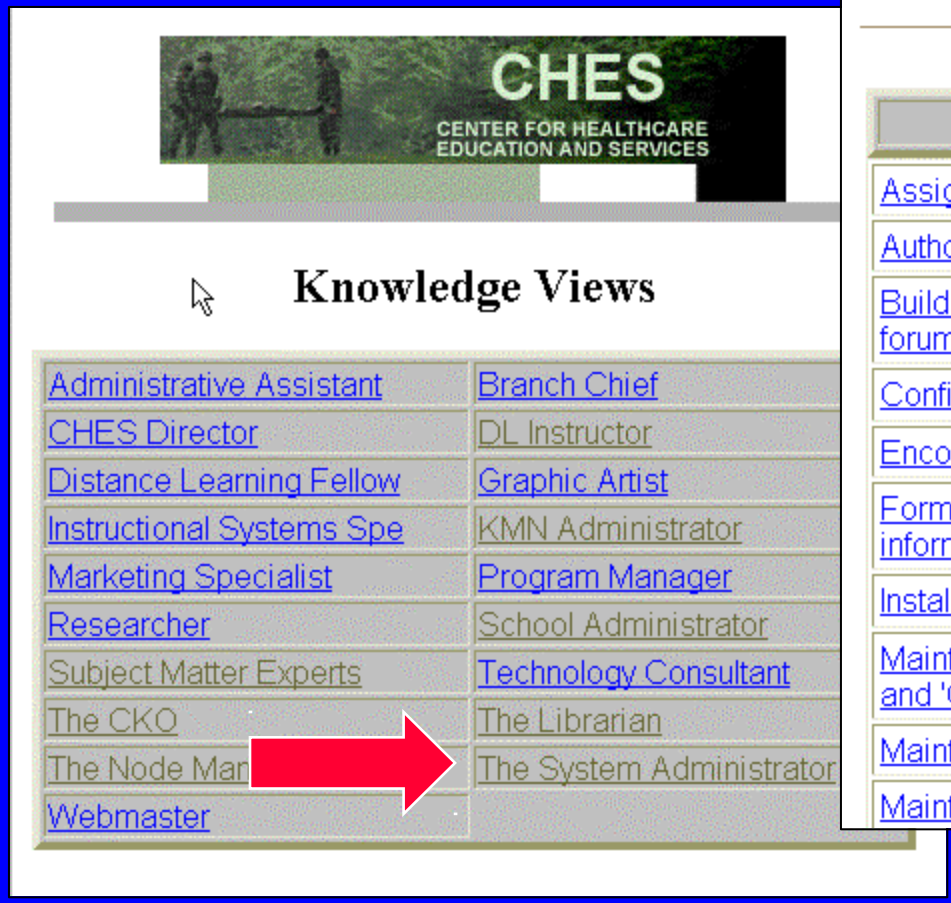
QUESTIONS	QUICK ANSWER	MISC. INFORMATION
How do I Order Supplies and Services?	Contact the CHES Supply Representative by clicking on the hyperlink below. A simple form will appear that will start the process and help your Supply Representative to know what you are looking for. • SSG Kim NG: Supply Request Form • E-Mail: SSG.Kim.NG@cs.amedd.army.mil • Phone: 221-6459	GSA On-Line Catalog: http://www.fss.gsa.gov/cgi-bin/advsel (Once at site, put in zip code and click on browse - to identify supplies.)
As a Civilian, How Do I Sign Up for Training?	Contact the CHES Training Coordinator by clicking on the hyperlink below. A simple form will appear that will help the training coordinator to start the process. In addition to filling out the form, you will need to fax your training brochures to: ATN: Anna Camacho - 221-1202	

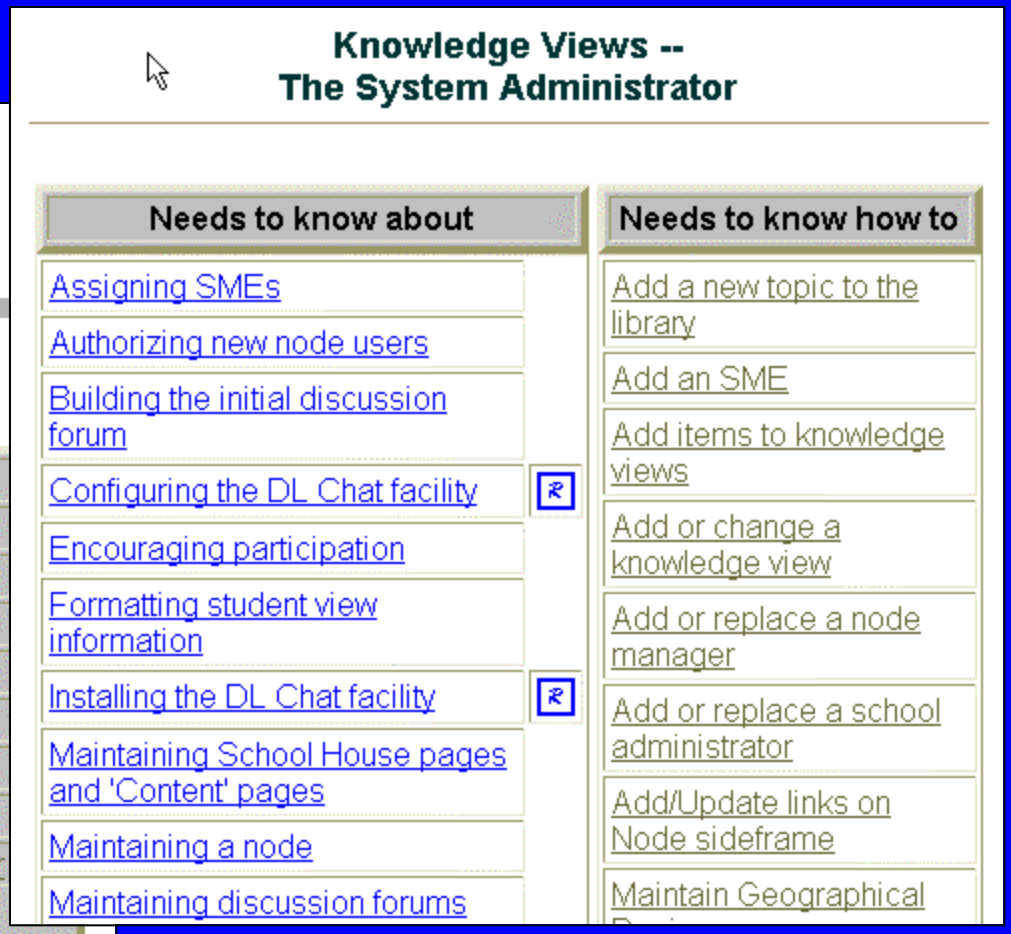
Community Discussions -- A place to contribute within the mission.

Community Knowledge Pool -- A place to find relevant knowledge.

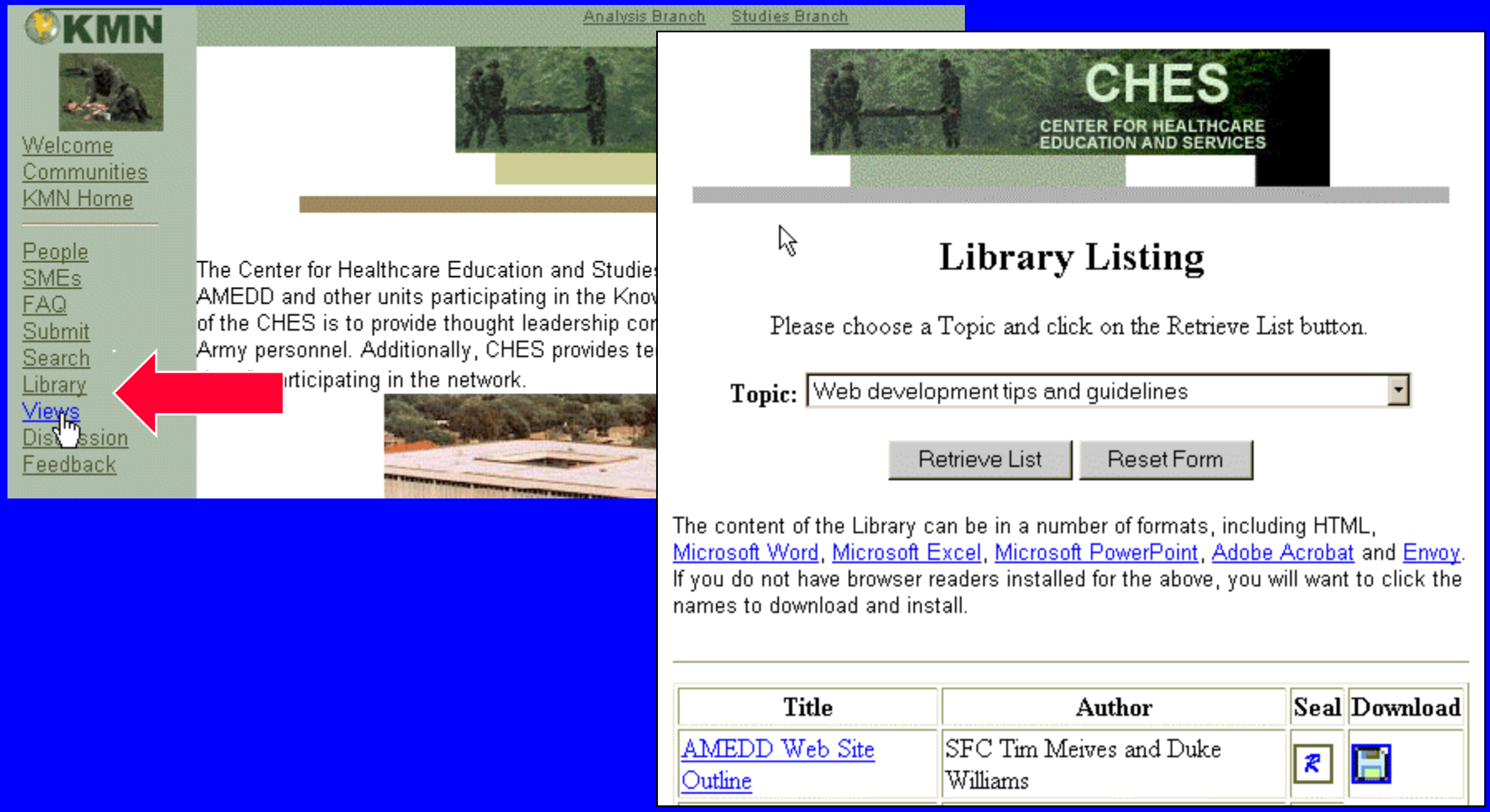


The Knowledge Worker View --
Knowledge in context

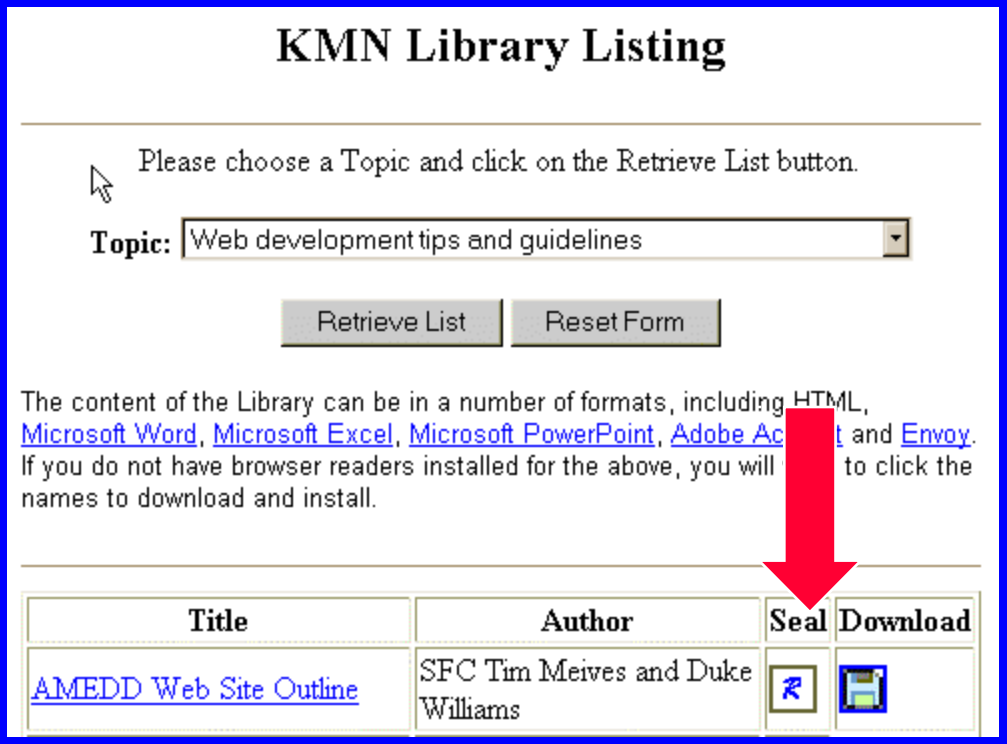



Knowledge Views --
The System Administrator
Needs to know about
Assigning SMEs
Authorizing new node users
Building the initial discussion forum
Configuring the DL Chat facility
Encouraging participation
Formatting student view information
Installing the DL Chat facility
Maintaining School House pages and 'Content' pages
Maintaining a node
Maintaining discussion forums
Needs to know how to
Add a new topic to the library
Add an SME
Add items to knowledge views
Add or change a knowledge view
Add or replace a node manager
Add or replace a school administrator
Add/Update links on Node sideframe
Maintain Geographical

The Community Library -- Knowledge relevant to the community


KMN
Analysis Branch
Studies Branch
Welcome
Communities
KMN Home
People
SMEs
FAQ
Submit
Search
Library
Views
Feedback
The Center for Healthcare Education and Studies
AMEDD and other units participating in the Know
of the CHES is to provide thought leadership cor
Army personnel. Additionally, CHES provides te
rticipating in the network.
CHES
CENTER FOR HEALTHCARE EDUCATION AND SERVICES
Library Listing
Please choose a Topic and click on the Retrieve List button.
Topic:
Web development tips and guidelines
Retrieve List
Reset Form
The content of the Library can be in a number of formats, including HTML, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Adobe Acrobat and Envoy. If you do not have browser readers installed for the above, you will want to click the names to download and install.
Title
Author
Seal
Download
AMEDD Web Site Outline
SFC Tim Meives and Duke Williams

Community Library -- Trusted Knowledge



KMN Library Listing

Please choose a Topic and click on the Retrieve List button.

Topic: Web development tips and guidelines

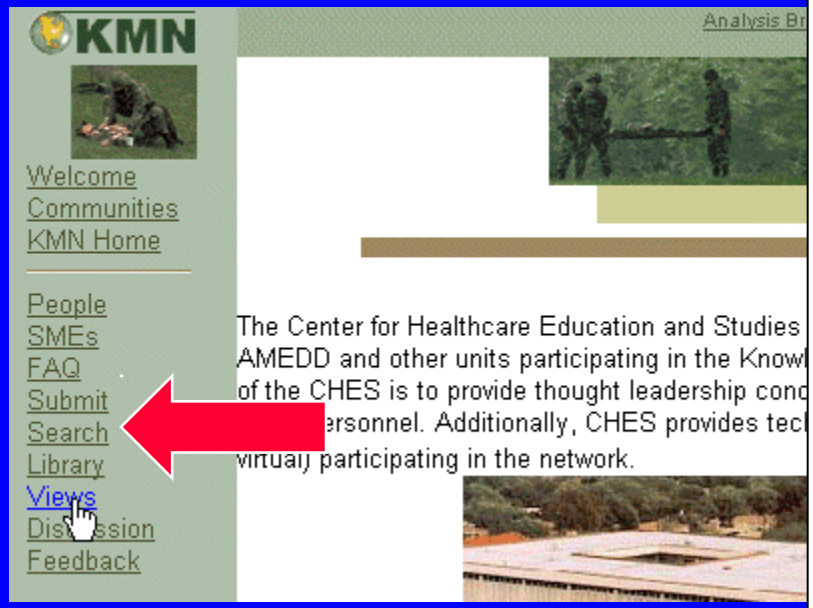
Retrieve List | Reset Form

The content of the Library can be in a number of formats, including HTML, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Adobe Ac t and Envoy. If you do not have browser readers installed for the above, you will to click the names to download and install.

Title	Author	Seal	Download
AMEDD Web Site Outline	SFC Tim Meives and Duke Williams		

- Current, not validated
- Current, Validated by SME for use within a community
- Current, Validated and approved for global Army use.

Knowledge Searching



Two KMN library search methods are provided here. All library documents that exist in Microsoft Office or Adobe Acrobat formats are searchable via the "Full Content" option. When documents of any type are submitted to the library, a variety of data are collected and stored to facilitate search by Author, Keywords specified during submission, date of submission, etc. Please NOTE: These search mechanisms are MUTUALLY EXCLUSIVE.

Specify the type of search you want to perform.

Full Document Search OR Author

Which Library do you want to search?

KMN Library

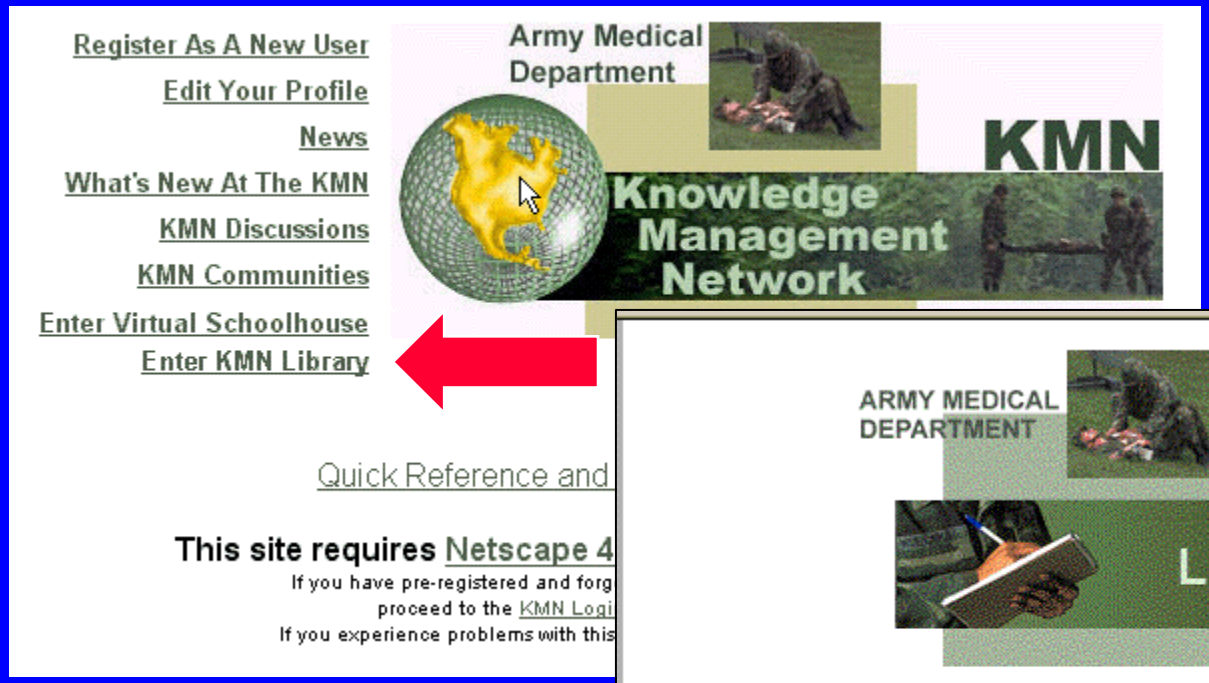
Specify your search criteria

Tradoc

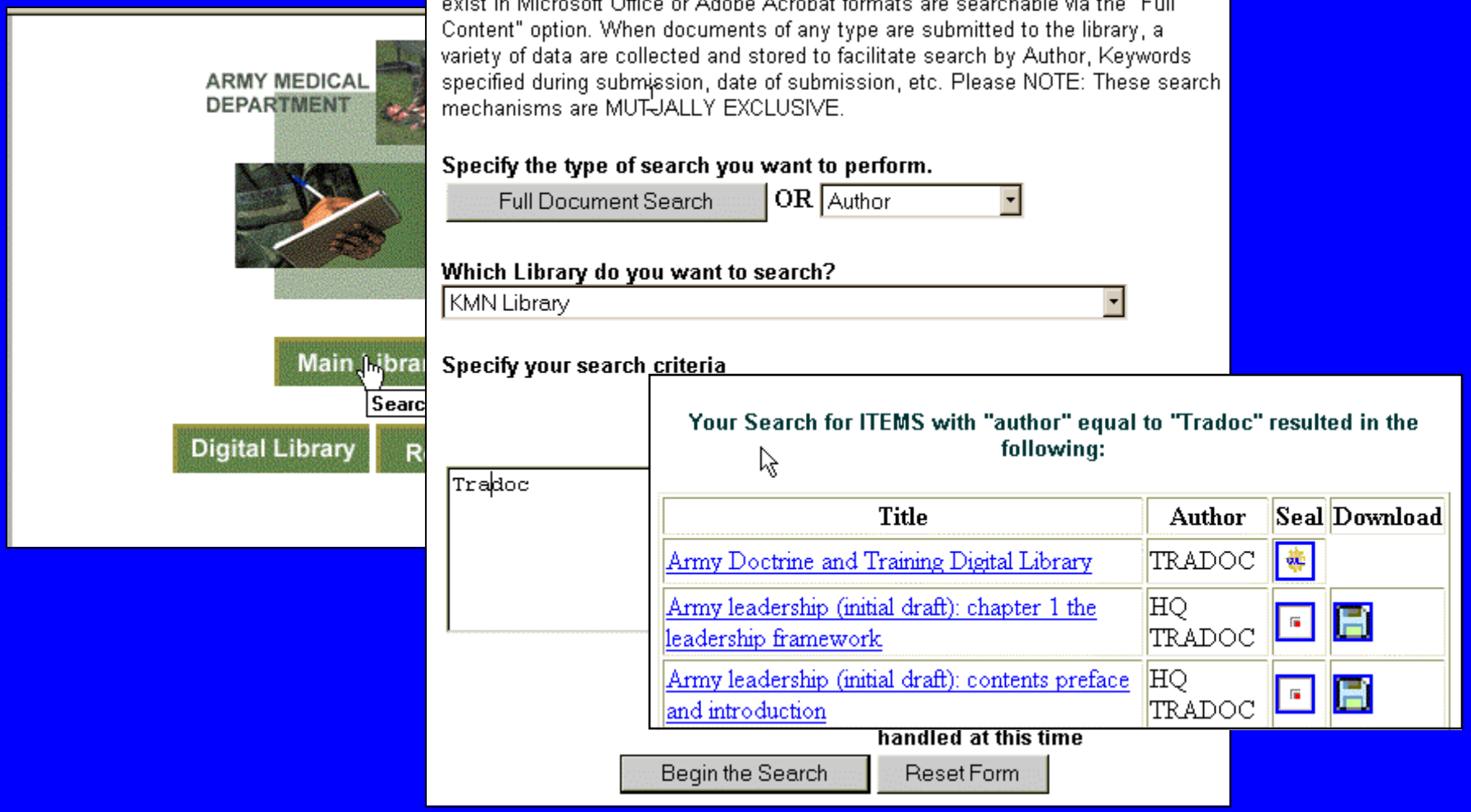
Placing quotes (" ") around a phrase will only find results that match the words in the exact sequence.
Words separated by the '+' symbol will result in matches that contain all of the words regardless of their sequence.
Words separated by spaces will result in matches that contain one or the other words or all of them.
Complex searches are not handled at this time

Begin the Search | Reset Form

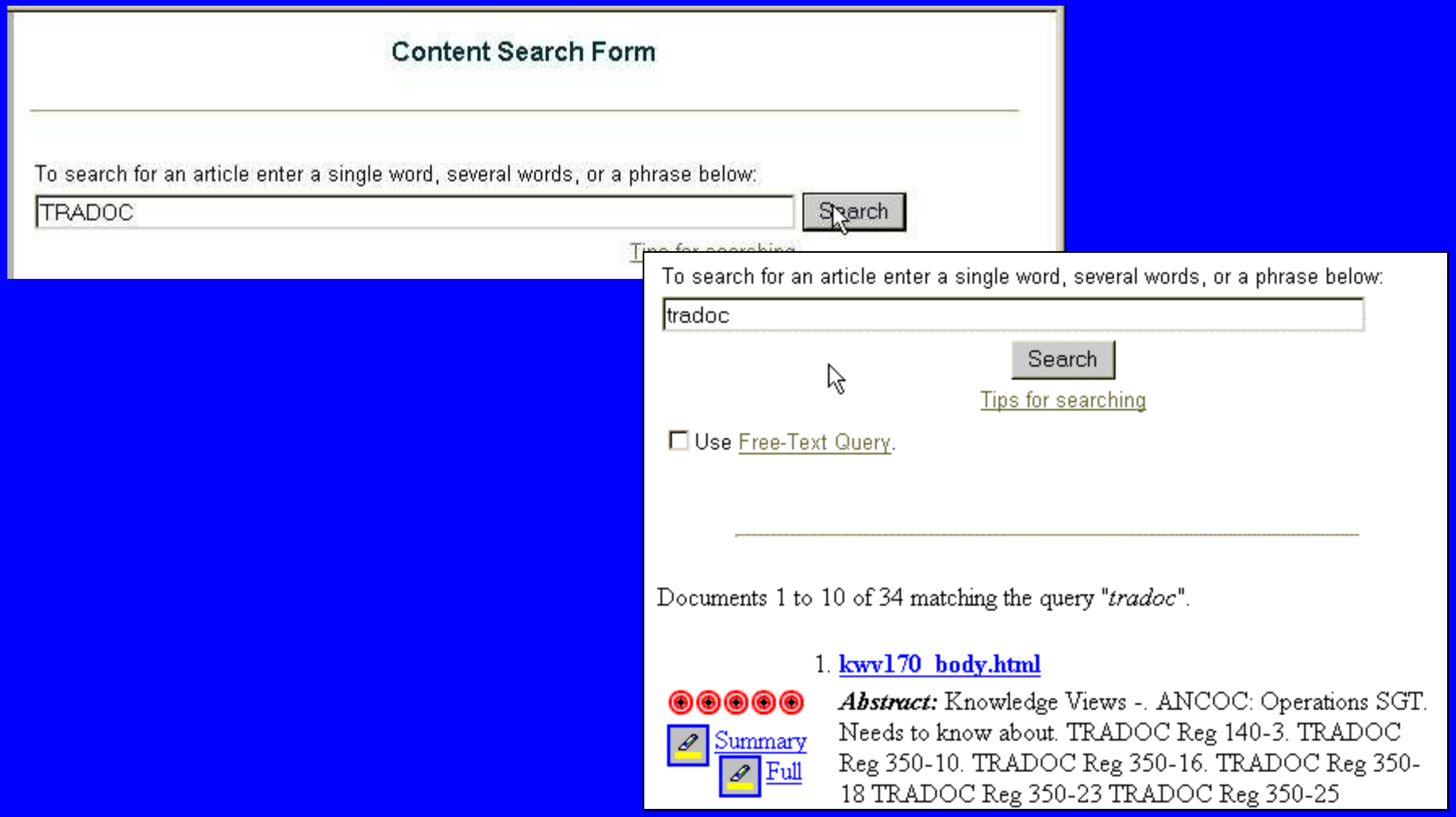
The KMN Library -- A superset of all community libraries and repository for AMEDD knowledge



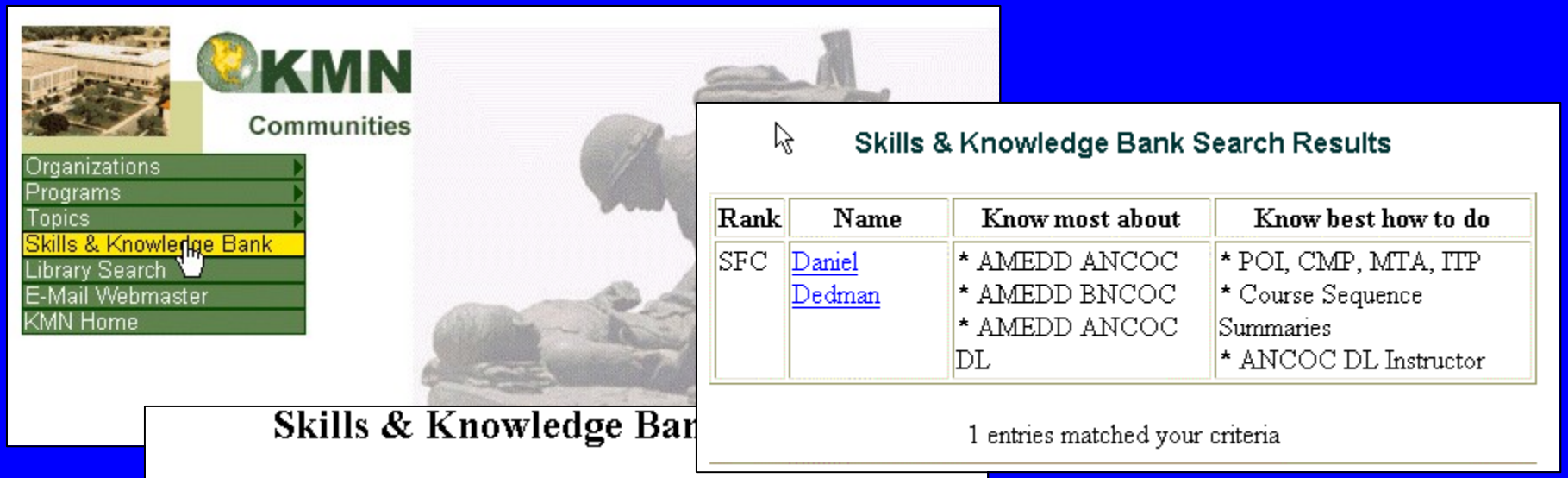
The KMN Library -- Multiple paths to knowledge.


ARMY MEDICAL DEPARTMENT
Digital Library
Two KMN library search methods are provided here. All library documents that exist in Microsoft Office or Adobe Acrobat formats are searchable via the "Full Content" option. When documents of any type are submitted to the library, a variety of data are collected and stored to facilitate search by Author, Keywords specified during submission, date of submission, etc. Please NOTE: These search mechanisms are MUTUALLY EXCLUSIVE.
Specify the type of search you want to perform.
Full Document Search
OR
Author
Which Library do you want to search?
KMN Library
Specify your search criteria
Tradoc
Your Search for ITEMS with "author" equal to "Tradoc" resulted in the following:
Title
Author
Seal
Download
Army Doctrine and Training Digital Library
TRADOC
Army leadership (initial draft): chapter 1 the leadership framework
HQ TRADOC
Army leadership (initial draft): contents preface and introduction
HQ TRADOC
handled at this time
Begin the Search
Reset Form

The KMN Library -- Multiple paths to knowledge

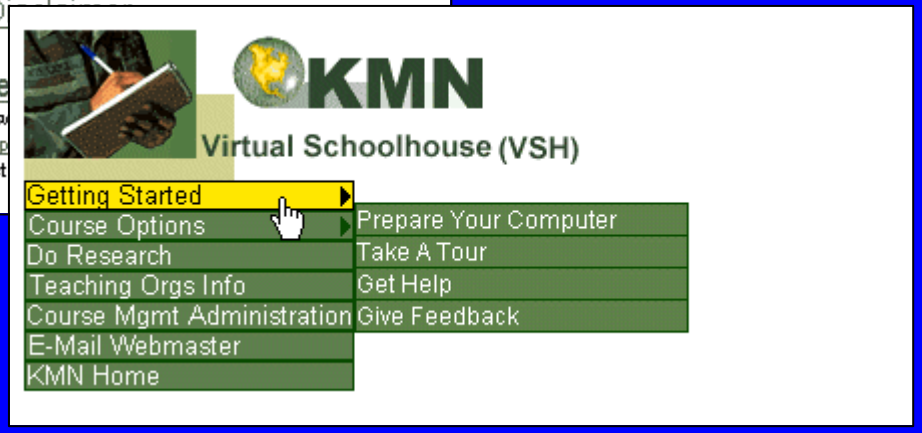

Content Search Form
To search for an article enter a single word, several words, or a phrase below:
TRADOC
Search
To search for an article enter a single word, several words, or a phrase below:
tradoc
Search
Tips for searching
Use Free-Text Query.
Documents 1 to 10 of 34 matching the query "tradoc".
1. kwv170_body.html
Abstract: Knowledge Views -. ANCOC: Operations SGT. Needs to know about. TRADOC Reg 140-3. TRADOC Reg 350-10. TRADOC Reg 350-16. TRADOC Reg 350-18 TRADOC Reg 350-23 TRADOC Reg 350-25
Summary
Full

The KMN Experience Registry -- Finding someone to help.

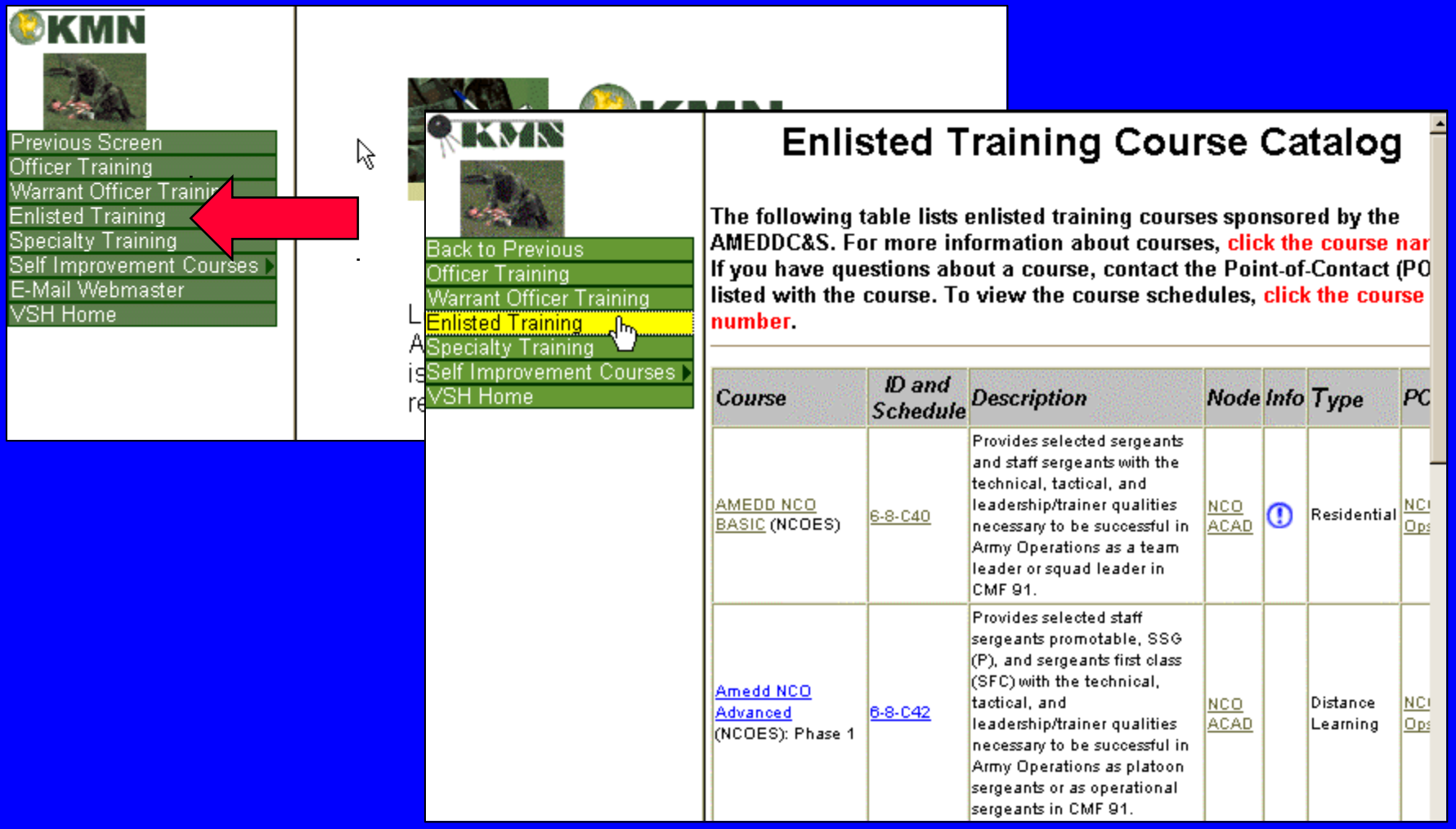


The KMN Virtual Schoolhouse -- Life long learning for the soldier

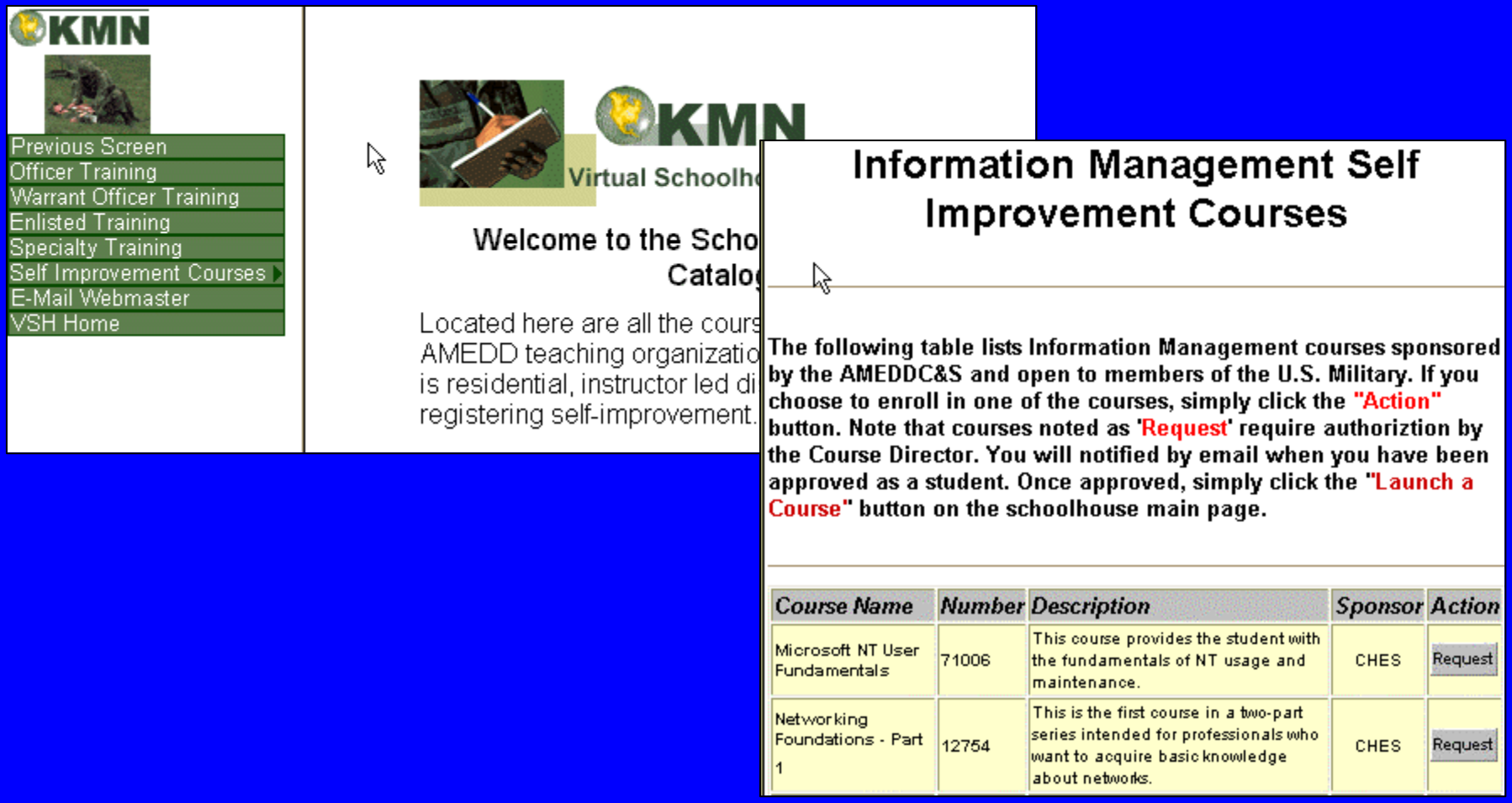
Register As A New User
Edit Your Profile
News
What's New At The KMN
KMN Discussions
KMN Communities
Enter Virtual Schoolhouse
Enter KMN Library
Army Medical Department
KMN
Knowledge Management Network
Quick Reference and Tour
This site requires Netscape 4.05 or
If you have pre-registered and forgotten your pass
proceed to the KMN Login Problem Help
If you experience problems with this facility contact



Virtual Schoolhouse Catalog -- Guiding all students

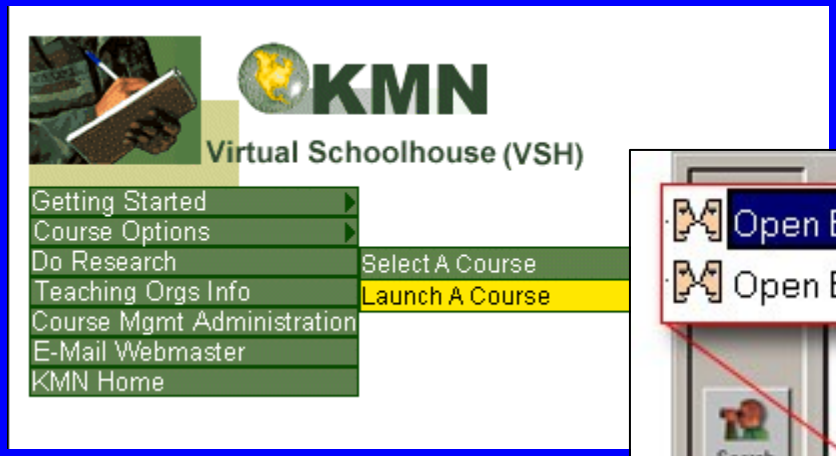

KMN
Previous Screen
Officer Training
Warrant Officer Training
Enlisted Training
Specialty Training
Self Improvement Courses
E-Mail Webmaster
VSH Home
KMN
Back to Previous
Officer Training
Warrant Officer Training
Enlisted Training
Specialty Training
Self Improvement Courses
VSH Home
Enlisted Training Course Catalog
The following table lists enlisted training courses sponsored by the AMEDDC&S. For more information about courses, click the course nar
If you have questions about a course, contact the Point-of-Contact (PO
listed with the course. To view the course schedules, click the course
number.
Course
ID and Schedule
Description
Node
Info
Type
PC
AMEDD NCO BASIC (NCOES)
6-8-C40
Provides selected sergeants and staff sergeants with the technical, tactical, and leadership/trainer qualities necessary to be successful in Army Operations as a team leader or squad leader in CMF 91.
NCO ACAD
Residential
Amedd NCO Advanced (NCOES): Phase 1
6-8-C42
Provides selected staff sergeants promotable, SSG (P), and sergeants first class (SFC) with the technical, tactical, and leadership/trainer qualities necessary to be successful in Army Operations as platoon sergeants or as operational sergeants in CMF 91.
NCO ACAD
Distance Learning

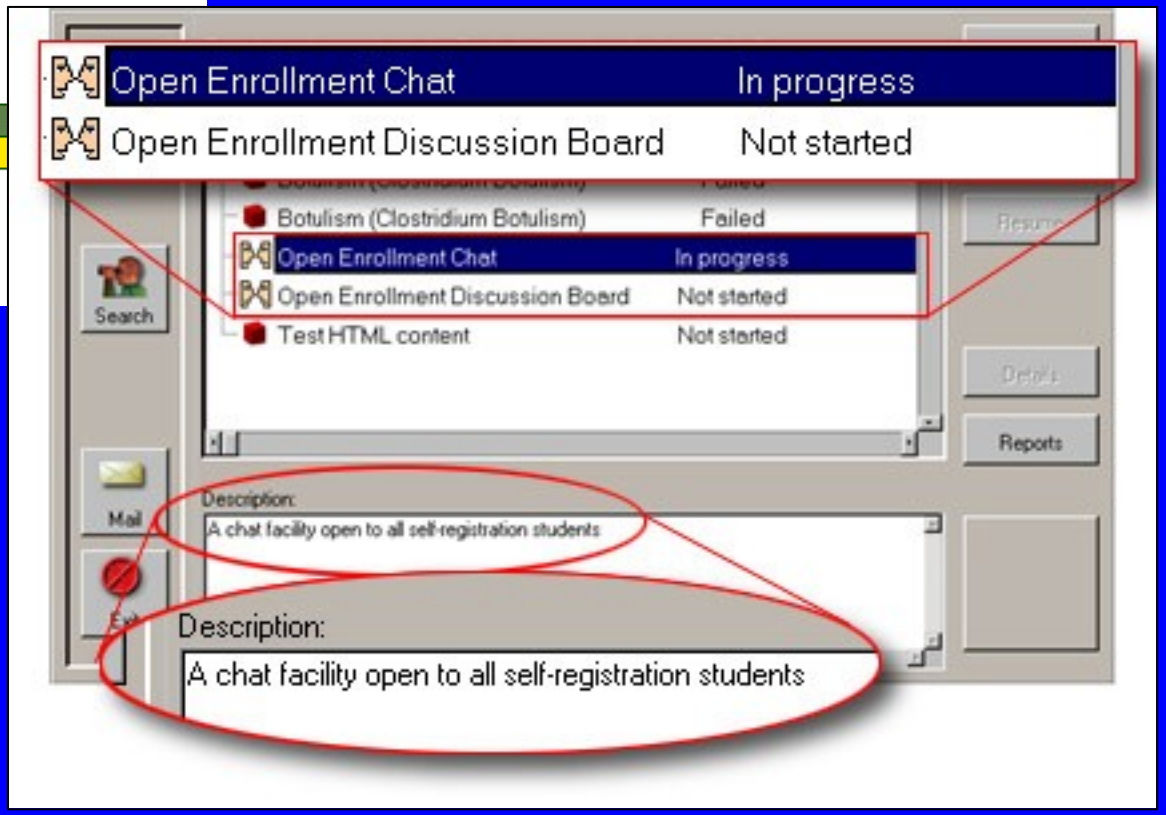
Virtual Schoolhouse Catalog -- Guiding all students


KMN
Previous Screen
Officer Training
Warrant Officer Training
Enlisted Training
Specialty Training
Self Improvement Courses
E-Mail Webmaster
VSH Home
KMN
Virtual Schoolh
Welcome to the Scho
Catalo
Located here are all the cours
AMEDD teaching organizatio
is residential, instructor led di
registering self-improvement.
Information Management Self Improvement Courses
The following table lists Information Management courses sponsored by the AMEDDC&S and open to members of the U.S. Military. If you choose to enroll in one of the courses, simply click the "Action" button. Note that courses noted as 'Request' require authoriztion by the Course Director. You will notified by email when you have been approved as a student. Once approved, simply click the "Launch a Course" button on the schoolhouse main page.
Course Name
Number
Description
Sponsor
Action
Microsoft NT User Fundamentals
71006
This course provides the student with the fundamentals of NT usage and maintenance.
CHES
Request
Networking Foundations - Part 1
12754
This is the first course in a two-part series intended for professionals who want to acquire basic knowledge about networks.
CHES
Request

The Schoolhouse Teaching Organizations Profiles

The Virtual Campus -- A place to learn at a distance





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